



## DEPARTMENT OF CONSUMER AFFAIRS CAREER EXECUTIVE ASSIGNMENT EXAMINATION ANNOUNCEMENT

California State Government supports equal opportunity to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, sexual orientation, medical condition or pregnancy. It is an objective of the State of California to achieve a drug-free work place. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, the rules governing Civil Service, and the special trust placed in public servants.

<b>DEPARTMENT:</b>	DEPARTMENT OF CONSUMER AFFAIRS	<b>RELEASE DATE:</b>	Wednesday, May 30, 2007
<b>POSITION TITLE:</b>	DEPUTY CHIEF, FIELD OPERATIONS AND ENFORCEMENT DIVISION	<b>FINAL FILING DATE:</b>	Saturday, June 30, 2007
<b>CEA LEVEL:</b>	CEA 2	<b>EXTENDED FINAL FILING DATE:</b>	Monday, July 2, 2007
<b>SALARY RANGE:</b>	\$ 7,558.00 - \$ 8,333.00 / Month	<b>BULLETIN ID:</b>	05302007_5

### POSITION DESCRIPTION

Under the general direction of the Chief, Bureau of Automotive Repair (BAR), the Deputy Chief, Field Operations and Enforcement Division, as a member of the Bureau's Executive Management Team, is responsible for the overall management, direction, and coordination of the Field Operations and Enforcement Division. This position is responsible for: Implementing the elements of the Department's and Bureau's business strategic plan; developing policies and procedures; and continuously improving business processes. Overseeing the general field operations functions of the BAR, including the investigation of complaints, inspection of smog check stations, and the conduct of formal presentations to consumer and industry groups. Overseeing the enforcement functions of the BAR, including formal investigations, vehicle documentation and the filing of formal disciplinary actions. Under the direction of Chief, designing and implementing policies, goals and objectives for all automotive repair and Smog Check field operations and enforcement programs. Managing division resources to meet workload priorities and performance measures. Assisting in the coordination, development, and implementation of BAR's budget, market condition assessments and market compliance strategies. Reviewing and evaluating proposed legislation and regulations, and testifying before legislative committees. Monthly division activity reports, trend reports and performance outcome reports. Serving as a top management advisor on all matters relating to field operations and enforcement. Implementing a strategy of continuous improvement in all areas of operations and collaborating with DCA's management team to develop and promote innovative business practices.

### MINIMUM QUALIFICATIONS

Applicants must meet the following minimum qualifications:

#### Either I

Must be a State civil service employee with permanent civil service status.

**Or II**

Must be a current or former employee of the Legislature for two or more consecutive years as defined in Government Code Section 18990.

**Or III**

Must be a non-elected exempt employee of the Executive Branch for two or more consecutive years (excluding those positions for which salaries are set by statute) as defined in Government Code Section 18992.

**KNOWLEDGE AND ABILITIES**

Applicants must demonstrate the ability to perform high administrative and policy – influencing functions effectively. Such overall ability requires possession of most of the following more specific knowledge and abilities:

(1) Knowledge of the organization and functions of California State Government including the organization and practices of the Legislature and the Executive Branch; principles, practices, and trends of public administration, organization, and management; techniques of organizing and motivating groups; program development and evaluation; methods of administrative problem solving; principles and practices of policy formulation and development; and personnel management techniques; the department's or agency's Equal Employment Opportunity Program objectives; and a manager's role in the Equal Employment Opportunity Program.

(2) Ability to plan, organize, and direct the work of multidisciplinary professional and administrative staff; analyze administrative policies, organization, procedures and practices; integrate the activities of a diverse program to attain common goals; gain the confidence and support of top level administrators and advise them on a wide range of administrative matters; develop cooperative working relationships with representatives of all levels of government, the public, and the Legislature and Executive branches; analyze complex problems and recommend effective courses of action; and prepare and review reports; and effectively contribute to the department's or agency's Equal Employment Opportunity objectives.

These knowledge and abilities are expected to be obtained from the following kinds of experience with substantial participation in the formulation, operation and/or evaluation of program policies (experience may have been paid or volunteer; in State service, other government settings, or in a private organization):

**CEA Level 1.** Supervisory/administrative experience in a line or staff activity, including the execution and/or evaluation of program policies.

**CEA Levels 2 and 3.** Broad administrative or program manager experience with substantial participation in the formulation, operation, and/or evaluation of program policies.

**CEA Levels 4 and 5.** Extensive managerial and program administrative experience which has included substantial responsibility for a combination of management functions such as program planning; policy formulation; organization coordination and

control; and fiscal and personnel management. Where high technical professional qualifications are of primary importance in performing the duties of a given CEA position, then the above required experience may have been in a staff capacity exercising professional skills to influence and contribute to program, policy, and methods of providing those professional services. Primary examples are medical doctors and attorneys.

### **DESIRABLE QUALIFICATION(S)**

- **Organizational Awareness** -- The ability to effectively interact with Executive Management, Executive staff, departmental administrators, legislative committees, the public, other State agencies, programs and labor representatives. Knowledge of the State's budget and accounting processes, personnel management and business services; must possess a working knowledge of the legislative process.
- **Program Analysis Skills** -- Experience in analyzing complex administrative issues or problems and developing policies, procedures or specific solutions.
- **Management Skills** -- Experience demonstrating the ability to manage a program in State government, including planning, organizing, and directing program operations; experience in strategic planning, policy development, leadership, supervision and management accountability.
- **Communication Skills** -- Possess excellent oral and written communication skills demonstrating the ability to be a leader and motivator, use tact and persuasiveness in achieving results; demonstrated ability to deal with a variety of public and private persons and groups in matters of significant program sensitivity.
- **Technical Skills** -- Practical understanding of and demonstrated knowledge of the operations and regulations related to the Bureau of Automotive Repair.

### **EXAMINATION INFORMATION**

A minimum rating of 70% must be attained to obtain list eligibility. Hiring interviews may be conducted with the most qualified candidates. All candidates will receive written notification of their examination results. The result of this examination will be used only to fill the position of **DEPUTY CHIEF, FIELD OPERATIONS AND ENFORCEMENT DIVISION**, with the **DEPARTMENT OF CONSUMER AFFAIRS**. Applications will be retained for twelve months.

*The Results of this examination will be used only to fill this position and may be used to fill subsequent vacancies for this position for a period of up to twelve months.*

The examination process will consist of an application and Statement of Qualifications evaluation. The Statement of Qualifications will be used to evaluate your education and experience as it relates to the "Desirable Qualifications" listed above and screening criteria outlined below, and may also serve as documentation of your ability to present information clearly and concisely in writing since this is a critical factor to successful job performance. The Statement of Qualifications may be the only basis for your final score and rank on the eligible list. Interviews may be conducted as part of the examination process. (Hiring interviews may be conducted with only the most qualified candidates if it is determined necessary in order to make a selection.) All applicants will be notified of the results. It is anticipated the results of this examination may be used to fill subsequent vacancies in this position within the next twelve months. To obtain list eligibility, a passing score of 70% must be obtained.

## FILING INSTRUCTIONS

### Interested applicants must submit:

- A completed Standard State Application (Form 678).
- A "Statement of Qualifications". The Statement is a narrative discussion of how the candidate's education, training, experience, and skills meet the minimum and/or desirable qualifications and qualify them for the position. The Statement of Qualifications serves as a documentation of each candidate's ability to present information clearly and concisely in writing and should be typed and no more than two pages in length.
- Resumes do not take the place of the Statement of Qualifications.

### Applications must be submitted by the final filing date to:

DEPARTMENT OF CONSUMER AFFAIRS, SELECTION SERVICES UNIT  
PO BOX 980428, WEST SACRAMENTO, CA 95798-0428  
RAE POWERS | 916-574-8353 | [rae\\_powers@dca.ca.gov](mailto:rae_powers@dca.ca.gov)

### SPECIAL TESTING

If you have a disability and need special testing arrangements, mark the appropriate box in Part 2 of the "Examination Application." You will be contacted to make specific arrangements.

### GENERAL INFORMATION

If you meet the requirements stated in this bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be compared with the performance of others who take this test, and all candidates who pass will be ranked according to their scores.

The DEPARTMENT OF CONSUMER AFFAIRS reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service law and rules and all competitors will be notified.

**General Qualifications:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others.

**Class specs:** <http://www.dpa.ca.gov/textdocs/specs/s7/s7500.txt>